PTO/SB/21 (02-04) Approved for use through 07/31/2006. OMB 0651-0031 U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE perwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. **Application Number** 09/649,974 TRANSMITTAL Filing Date **FORM** First Named Inventor Art Unit (to be used for all correspondence after initial filing) **Examiner Name** Philip C. Lee Attorney Docket Number 1999-0699 Total Number of Pages in This Submission **ENCLOSURES** (Check all that apply) After Allowance communication Fee Transmittal Form Drawing(s) to Group Appeal Communication to Board Licensing-related Papers Fee Attached of Appeals and Interferences Appeal Communication to Group Petition Amendment/Reply (Appeal Notice, Brief, Reply Brief) Petition to Convert to a Proprietary Information After Final Provisional Application Power of Attorney, Revocation Status Letter Affidavits/declaration(s) Change of Correspondence Address Other Enclosure(s) (please **Terminal Disclaimer** Extension of Time Request Identify below): Enumerated Post Card Request for Refund **Express Abandonment Request** Express Mail Certificate of Mailing CD, Number of CD(s) Information Disclosure Statement Remarks Certified Copy of Priority RECEIVED Document(s) Response to Missing Parts/ JUN 0 9 2004 Incomplete Application Response to Missing Parts Technology Center 2100 under 37 CFR 1.52 or 1.53

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

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Effective 10/01/2003. Patent fees are subject to annual revision.

Applicant claims small entity status. See 37 CFR 1.27

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TOTAL AMOUNT OF PAYMENT 330, co

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Co	emplete if Known
Application Number	09/649,974
Filing Date	8/29/00
First Named Inventor	C.W. Buffalo
Examiner Name	Philip C. Lee
Art Unit	2154 DECEME
Attorney Docket No.	1999-0699LULIVL

(Complete (if applicable))

Date

Telephone 610-346

METHOD OF PAYMENT (check all that apply)		FEE CALCULATION (continued) UN 0 9 2004				
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Number	1051	130	2051	65	Surcharge - late filing fee or oath	
Deposit Account Name	1052	50	2052	25	Surcharge - late provisional filing fee or cover sheet	
The Director is authorized to: (check all that apply)	1053	130	1053	130	Non-English specification	
Charge fee(s) indicated below Credit any overpayments	1812	2,520	1812	2,520	For filing a request for ex parte reexamination	<u> </u>
Charge any additional fee(s) or any underpayment of fee(s)	1804	920*	1804	920	* Requesting publication of SIR prior to Examiner action	
Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.	1805	1,840*	1805	1,840	* Requesting publication of SIR after Examiner action	
FEE CALCULATION	1251	110	2251	. 55	Extension for reply within first month	
	1252	420	2252	210	Extension for reply within second month	
1. BASIC FILING FEE Large Entity Small Entity	1253	950	2253	475	Extension for reply within third month	
Fee Fee Fee Fee Fee Paid	1254	1,480	2254	740	' '	
Code (\$) Code (\$)		2,010	2255		5 Extension for reply within fifth month	
1001 770 2001 385 Utility filing fee	1401	330	2401	.,		330
1002 340 2002 170 Design filing fee			r		Notice of Appeal	
1003 530 2003 265 Plant filing fee	1402	330	2402		5 Filing a brief in support of an appeal	
1004 770 2004 385 Reissue filing fee	1403	290	2403		5 Request for oral hearing	
1005 160 2005 80 Provisional filing fee	1451	1,510	1451	•	Petition to institute a public use proceeding	
SUBTOTAL (1) (\$)	1452	110	2452	5	5 Petition to revive - unavoidable	
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE	1453	1,330	2453	665	5 Petition to revive - unintentional	
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE Fee from	1501	1,330	2501	66	5 Utility issue fee (or reissue)	
Extra Claims below Fee Paid	1502	480	2502	240	Design issue fee	
Total Claims X = X = X	1503	640	2503	320	) Plant issue fee	
Claims	1460	130	1460	130	Petitions to the Commissioner	
Multiple Dependent =	1807	50	180	7 50	Processing fee under 37 CFR 1.17(q)	
Large Entity   Small Entity	1806	180	180	3 180	Submission of Information Disclosure Stmt	
Fee Fee Code (\$)  Fee Fee Fee Fee Description  Code (\$)	8021	40	802	1 40	Recording each patent assignment per property (times number of properties)	
1202 18 2202 9 Claims in excess of 20	1809	770	280	9 385	Filing a submission after final rejection	
1201 86 2201 43 Independent claims in excess of 3					(37 CFR 1.129(a))	<b></b>
1203 290 2203 145 Multiple dependent claim, if not paid 1204 86 2204 43 ** Reissue independent claims	1810	770	2810	385	5 For each additional invention to be examined (37 CFR 1.129(b))	
over original patent	1801	770	2801	385	Request for Continued Examination (RCE)	
1205 18 2205 9 ** Reissue claims in excess of 20 and over original patent	1802	900	1802	90	Request for expedited examination     of a design application	
SUBTOTAL (2) (\$)	Other	fee (sp	ecify) _			
**or number previously paid, if greater; For Reissues, see above	*Redu	iced by	Basic	Filing F	Fee Paid SUBTOTAL (3) (\$) 33	0.00

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Registration No.

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Wendy W. Kolos



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Patent Application for
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**RECEIVED** Applicants: Clarence W. Buffalo JUN 0 9 2004 Technology Center 2100 Atty. No: 1999-0699 Title: Customer Service Maintenance Automation I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as EXPRESS MAIL in an envelope addressed AF Mail Stop **Commissioner for Patents** P.O. Box 1450 Alexandria, VA 22313-1450 on June 4, 2004 EXPRESS MAIL TRACKING NO. ER 933738235 Type or Print name of person signing this certificate: Wendy W. Koba, Esq. Signature: Wendy W. Koba